

County of Los Angeles

DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director



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April 14, 2005

TO: Each Supervisor

A handwritten signature in black ink, likely belonging to Bryce Yokomizo, is written over the 'TO:' line.

FROM: Bryce Yokomizo, Director

SUBJECT: **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA): AMEND WORK ORDER WITH GARTNER CONSULTING**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend Work Order No. N7A-0017 with Gartner Consulting. A review of the original tasks in the existing Work Order has identified new requirements essential to meet the current needs of the project. Therefore, this request is to extend the term of the Work Order for an additional twelve months beginning July 1, 2005 through June 30, 2006 and to add additional funds in the amount of \$234,300, for a total Work Order amount of \$534,240. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

The Department of Public Social Services (DPSS) is requesting the continuing technical consultant services of Gartner Consulting to assist in completing the reprocurement of the Greater Avenues for Independence (GAIN) Employment Activity and Reporting System (GEARS).

OBJECTIVES AND BACKGROUND

In late 1999, The Warner Group (now Gartner Consulting) was hired through a competitive ITSSMA bid process to assist DPSS in defining business and architectural requirements for a GEARS replacement system. That system was to be named Active Case Management of Employment and Supportive Services System (ACES). By 2001, Gartner Consulting had successfully completed the required Tasks, including a draft Request for Proposal (RFP); however, additional technical procurement activities were identified by DPSS and a subsequent ITSSMA Work Order was competitively bid. Gartner Consulting was the successful bidder for the subsequent Work Order. In 2002, a decision was made to delay release of a RFP for the replacement of GEARS due to budget constraints, and the project was temporarily suspended.

In conjunction with the State Health and Human Services Data Center and the Chief Information Office, my Department now plans to reprocure the existing GEARS System, rather than redesign a replacement system. All original Tasks and Deliverables performed by Gartner Consulting in the development of the RFP and related documents are still viable;

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however, significant updating of these documents is needed to address advances in technology, incorporate current business requirements and add performance measures. The Department wishes to maximize the technical expertise and GEARS System knowledge that Gartner Consulting possesses, and recommends that the current ITSSMA Work Order with Gartner Consulting be amended to include the additional Tasks and Deliverables necessary to complete the RFP activities. The objective of this RFP will be to reprocur the GEARS System, and require the winning vendor to operate the System while implementing certain improvements to maximize advances in technology including Web-based functionality.

The current GEARS system is maintained and operated under contract with Electronic Data Systems (EDS). In October 2001, the Board approved a three-year extension to the GEARS contract, with 24 monthly extensions, to ensure a smooth transition to the planned GEARS replacement system. The current GEARS contract with EDS will expire in November 2006.

JUSTIFICATION

DPSS is requesting the assistance of Gartner Consulting in its effort to continue and complete the GEARS reprourement activities. The timeline for the release of the GEARS RFP is on a very firm schedule and there are numerous tasks to be prepared in advance. By leveraging the work already performed by Gartner Consulting, and the expertise they possess related to this complex and technical procurement project, the Department will be able to meet the reprourement timeline and be assured of the technical support required for this project.

Based upon the review of the existing ITSSMA Work Order and the elapsed time since the RFP was drafted, additional areas have been identified that require the Scope of Work for this project to be amended. The draft RFP that was originally started in 1999 requires updating and refreshing to reflect the current changes in technology, services, and County requirements. Recently, several GEARS system modifications and enhancements have been implemented in response to State, County and Department mandates. These modifications and enhancements must be incorporated into the RFP requirements.

In addition to refreshing and updating the draft RFP, Gartner Consulting will also assist with technical procurement activities such as the bidder's conference, vendor debriefing and potential vendor protests.

SCOPE OF WORK

The consultant will support DPSS in the reprourement process of the GEARS system. This will be accomplished by the consultant providing all required Work Order Tasks and Deliverables, including all activities necessary to update and refresh the draft RFP document and Sample Agreement, participate in RFP review sessions with system users, participate in executive briefings, assist with negotiation strategy and vendor negotiations, participate in debriefing of vendors not selected, participate in potential vendor protests, and assist with developing required State and federal approval documents.

FISCAL IMPACT

The total project amount is \$534,240. The current Work Order amount is \$299,940, of which \$21,510 was expended in FY 2001-02, leaving a balance of \$278,430. The additional funding requested is \$234,300 for an aggregated remaining total of \$512,730. Funding is included in the FY 2004-05 DPSS budget for ISD Services and Supplies/Information Technology Support Services Master Agreement. For FY 2005-06, funding is included in the Departmental yearly request.

Costs for Fiscal Year 2004-05

The total estimated cost for the Work Orders in FY 2004-05 is \$143,675. Sufficient funds are included in this year's departmental Adopted Budget. This project is included in the CalWORKs Single Allocation. As the CalWORKs Maintenance of Effort (MOE) requirement has already been met by the County, there will be no additional net County cost (NCC) for FY 2004-05.

Costs for Fiscal Year 2005-06

The total estimated cost for the Work Orders in FY 2005-06 is \$369,055. Sufficient funds are included in the departmental Budget Request for FY 2005-06. This project is included in the CalWORKs Single Allocation. Once the CalWORKs Maintenance of Effort (MOE) requirement is met by the County, there will be no additional net County cost (NCC) for FY 2005-06.

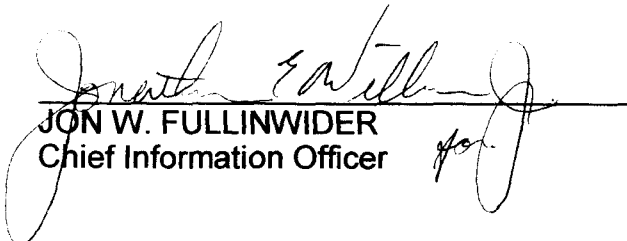
NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. In two weeks time, we will instruct ISD to execute the Work Order amendment. If there are any questions or comments, please have your staff contact me or Christina Nguyen, ISS III In-Charge, Information Technology Division at (562) 623-2100.

BY:rgm

c: Executive Officer, Board of Supervisors
Chief Administrative Officer
County Counsel
Director, Internal Services Department

NOTED AND APPROVED:


JON W. FULLINWIDER
Chief Information Officer